

ASSISTANT OMBUDSPERSON*Class Definition*

Under supervision, assists in the review of citizens' grievances of City services; prepares responses to same after analyzing information and data obtained.

Distinguishing Characteristics

Assistant Ombudsperson, a single position class, assists in the formulation of solutions/resolutions of citizens' grievances or complaints. The incumbent analyzes information received from citizens and City department representatives to recommend appropriate actions. The incumbent must demonstrate initiative, tact, and sensitivity to the diverse needs of a pluralistic population, and must be able to communicate effectively with diverse ethnic and racial groups within the City. This position is not an independent internal affairs investigator within City departments. It differs from Ombudsperson in that the incumbent of the latter has responsibility for the daily operation of the Ombudsperson Program, including formulation and administration of program policies and procedures. This is an unclassified position in which the incumbent serves at the will of the City Manager.

Typical Tasks

(This list is neither inclusive nor exclusive. Consequently, this information may not reflect Essential Functions for this class.)

Assists in the administration of the City's Ombudsperson Program.

Meets with persons and groups, including victim/witness reconciliation programs, in the community to seek solutions to problems.

Assists in the review and analyses of City procedures, practices, and civil rights issues which affect citizens of Fresno; drafts recommendations to appropriate City staff as required.

May act as a facilitator to assist individuals or organizations in reaching formal or informal settlements of dispute.

Studies complaints or problems of discrimination in the community; identifies causes and recommends solutions to the City Manager.

Maintains existing, and assists in the development of additional networks among citizens, community groups/organizations and City departments to encourage full communication toward resolution of complaints or problems.

Performs special assignments as they relate to the duties and responsibilities, upon the request of the City Manager or the Ombudsperson.

Performs related work as required.

Knowledge, Abilities, and Skills

Knowledge of principles and practices of group and intergroup communications, social conditions, and ethnic cultures.

Knowledge of public administration principles and practices.

Knowledge of social problems and conditions in a metropolitan setting.

Knowledge of community dispute resolution techniques and the ability to apply appropriate techniques in a wide variety of situations.

Ability to analyze and discern facts from complicated investigative reports and arrive at realistic, logical, and legal conclusions.

Ability to establish and maintain effective working relationships with individuals from diverse ethnic/racial groups, groups/organizations and City officials regarding various issues.

Ability to prepare and present clear and concise oral and written reports and recommendations.

Ability to communicate effectively, both orally and in writing.

Ability to identify causes and patterns of problems causing citizens' grievances.

Minimum Qualifications

Fifteen semester units from an accredited college or university in social services, business/public administration, sociology, psychology, criminology, mass communications, political science, or a related field; and two years of work experience in a social planning, human relations, or criminal justice program. An additional year of qualifying experience may be substituted for the required education.

Special Requirement

Possession of a valid California Driver's License may be required at time of appointment.

APPROVED: _____

Director of Administrative Services

DATE: _____